

## Be Cautious When Booking In-State Hotels

Travelers and travel planners may make their own in-state hotel reservations. However, remember that hotels set aside a limited number of rooms at state rates. “Based on availability” means that when the rooms allotted for state rates are reserved, the hotel will no longer honor the state lodging per diem.

With this fact in mind, here are some important points to remember when you are booking in-state lodging:

- ◆ Book your in-state hotel room in advance. The earlier you book the reservation, the more likely it is that you will be able to obtain the state rate.
- ◆ When reserving a room, always ask for the State of Utah rate. (**Do not** ask for the government rate. That refers to the federal rate.)
- ◆ Always ask if the hotel is running a special that is less expensive than the state per diem rate.
- ◆ When checking in at the hotel, always read through the agreement to be sure you are getting the rate confirmed by the hotel when you made the reservation. Do not sign the check-in agreement unless the rate listed is the rate you were quoted over the phone.
- ◆ Please be courteous when dealing with hotel personnel, whether over the telephone or in person. Remember that as a state employee you are a representative of your agency and of the State of Utah.
- ◆ The state will reimburse you for the single rate only—unless you are sharing a room with another state employee to save money for your agency.



If you have questions about booking in-state lodging, call Diann Donoviel at 801-538-3103 or Nicole Naylor at 801-538-3109. ➔

## Travel Briefs

### To Use Kiosk, Name on Delta Reservation Must Match SkyMiles Card



If you are a Delta passenger and use a SkyMiles card to check in at an airport kiosk, be sure the name on your airline reservation is exactly the same as the name that appears on the card. This includes Jr., Sr., III, etc. Delta’s kiosk units read the name off the magnetic strip on the card, which must match exactly the name on the reservation.

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### Remember—Travel Office Has New After Hours Emergency Number

As we told you last month, the phone number for the State Travel Office After Hours Emergency line has changed to 1-800-358-1019. The CTA account for the traveler's agency will automatically be charged a fee of \$17.25 for each call made to this emergency line.



You should use this after-hours emergency line only when the State Travel Office is closed, 5 p.m. to 8 a.m. weekdays, or on weekends and holidays. **Please do not call this phone number for routine business or during regular State Travel Office business hours.**

### Hotel Name Changes

The Quality Inn located in downtown Salt Lake City is now the Best Western Garden Inn. The hotel is located at 154 West 600 South.

The hotel name has been updated in the unofficial list of in-state hotels posted on our Web site at [www.finance.utah.gov/travel/hotels.htm](http://www.finance.utah.gov/travel/hotels.htm).



This list of hotels that accept the state lodging per diem is not all-inclusive and contains only a sampling of acceptable facilities. Travelers may stay at any hotel that honors the state's lodging per diem.

The hotel list is updated monthly. ➔

### Try On-Line Check-In...You'll Like It!

If you haven't tried on-line check-in when traveling by air, we encourage you to do so. It's quick, easy, and convenient. We have heard nothing but positive comments from those who have tried it. Here is how it works:

- Log on to the airline's Web site and follow the on-line instructions to "check in."
- Print your boarding pass (up to 24 hours before departure).
- At the airport, if you are not checking baggage go right to Security and then to your assigned boarding gate.
- If you are checking baggage, use a sky-cap for curbside check-in or a kiosk inside the terminal before heading to security. Please note that you must check baggage at least 30 minutes before your scheduled departure.



If you need assistance at the airport, airlines have numerous customer service representatives stationed around the airport to help you. ➔